

TO: Marlene H. Dortch, Secretary  
Federal Communications Commission  
445 12th Street, SW; Room TW-B204  
Washington, DC 20554

Received & Inspected

FEB 03 2015

FCC Mail Room

January 23, 2015

FR: Adrian Bustamante, ID #97203  
Maximum Security  
P.O. Box 8273  
Cranston, Rhode Island 02920-0273

RE: Prison Phone Justice

DOCKET FILE COPY ORIGINAL

Dear Secretary Dortch:

This is a public comment for **WC Docket Number 12-375**, this comment will be made part of the Public Docket. I am a Rhode Island Department of Corrections inmate housed in the Maximum Security Unit in Cranston, Rhode Island. This comment is in regards to the high phone rates and lack of redress we have here.

Although Rhode Island is among the states with the lowest phone rates in the country, we are still experiencing higher than average "Tax Rates" to offset their low rates. GLOBAL TEL LINK is the Company that services Rhode Island and are using deceptive practices since there is no other phone company to offer us better services and/or lower rates.

For example, Rhode Island has a Seven (7%) percent Tax Rate, and when we make Debit or Collect calls, we are being taxed over the 7% the law allows. The recording states that local calls are \$.63 cents a call but are actually being charged \$.71 cents a call which is way over the 7% percent. And, if tax is to be calculated into the phone rate, then the recording should make us aware of the additional charge.

Long Distance Calls are just as deceptive because the recording [does] state that Long Distance Calls are \$.21 cents a minute and "NO" additional charge which should make a twenty (20) minute call \$4.20 but in all actuality, we are being charged \$5.60 for that call.

We've tried complaining to the Superiors about this matter only to be told that [t]hey do not have anything to do with GLOBAL TEL LINK and if we have a complaint to write to the company but do not furnish us with an address to write to. It's another way of "passing the buck."

Furthermore, GLOBAL TEL LINK also offers Video Visitations in other prisons but has yet to offer this option to us Rhode Island inmates who do not receive visits at all. I am originally from Texas, all my family is from Texas and all live in Texas as well. I have not seen my family since my incarceration back in 1994. I have even requested out-of-state transfers on numerous occasions due to this fact but the Department of Corrections has not been sympathetic to my requests.

As it is, it is very hard for us to afford calls on a regular basis because of the high prices therefore keeping us from maintaining a solid relationship with my loved ones and children who just happen to be grown men and women now. They've grown up with a telephone father who hasn't been able to really interact with them as a father should be able to. It is these relationships that I wish to maintain and help flourish. Since my incarceration my children have grown and given me grandchildren who don't know who I am either. Sure, they know my voice and artwork that I send them, but they do not know who their grandfather really is, if that makes any sense. And although Video Visitations are not close to actual visitations, they [are] the next best thing because we'd be able to see and interact with each other during the allotted time.

I hope this will assist you in your campaign for prison phone justice, and help us in the long run by lowering the high rates and ending the deceptive practices by these companies that prey on the incarcerated. I thank you in advance for your time and consideration, and for your prompt response to this missive. If there is an Address we can Formally Complain to please advise me of such. Once again, thank you very much.

Respectfully yours,



Adrian Bustamante

cc/file